WEDNESDAY, MARCH 9 2011
THE news that Shanghai overtook Singapore in 2010 as the world’s busiest port last year does not come as a surprise given the city’s remarkable growth over the past 20 years, said Second Minister for Transport Chee Hong Tat.

But it will not come as Singapore’s export rivals’ pleasure to learn that the use of land and expected volume increase, can expect Shanghai and the other ports of China to continue to expand in tandem.

“The fact, China’s prosperity will continue to be a plus for us, as a significant portion of Singapore’s export and import cargo pass through ports in destinations to China,” he told Parliament.

China accounted for 28 per cent of Singapore’s port turnover in 2010, the first time since 1995 that Singapore was not ranked as the world’s busiest port.

Mr Chee said Singapore’s port had already overpassed the 40 million TEUs mark for the first time, outpacing the <br>15

LTA to closely monitor taxi standards

BY TEOIENG

THE LAND Transport Authority (LTA) will keep a close watch on taxi services standards as part of regular assessments of companies’ performance, Transport Minister Raymond Lim has said.

From Oct 1, it will monitor standards of taxi drivers’ service by giving passengers the option to give a five-star rating or report bad service via SMS or e-mail.

LTA will also take the opportunity to assess how much taxi drivers are prepared for the "congested" era of urban transport.

“The LTA will also seek a way to assess how much taxi drivers are prepared for the ‘congested’ era of urban transport and how they will help to sustain urban life, as Singapore will also be an urban transport hub,” Mr Lim said.

And to give commuters a clearer picture of what the seven companies provide before service, the LTA will publish an assessments on its website.

The monthly quality of standards assessment, along with a quarterly mystery customer audit service, which will be at least once a year, conducted by taxi drivers, will be announced late this year.

Several MPs raised the issue of service standard, with Mr Nair asking if taxi drivers had a bigger reason to renew or extend their service licence.

Mr Lim said that the move was in line with the government’s goal to give taxi drivers a bigger reason to renew or extend their service licence.

Public transport: Most users happy

BY EZRA TION

OVERALL commuter satisfaction with public transport services last year had seen a significant increase in thrust.

This was according to an annual survey by the Transport Ministry, which had conducted the survey in the fourth quarter.

The level of satisfaction was 92.6 per cent last year and 92 per cent in 2009, said Mr Lim during the debate on his ministry’s budget.

The survey also found that commuters were satisfied with the reliability of the service, with 90 per cent of commuters saying they were satisfied.

The service quality survey also found that Most Singaporeans rely on public transport as their main means of transport.

According to the survey, conducted by the Ministry of Statistics and Information, 76.2 per cent of commuters used public transport last year.

Mr Lim said that since 2011, the Government had been working closely with the public transport operators to improve service standards held steady in the face of a 9 per cent rise in ridership in 2011. The level of satisfaction was 92.6 per cent last year and 92 per cent in 2009, said Mr Lim during the debate on his ministry’s budget.

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